

### **REASONS FOR ALLOWANCE**

The following is the examiner's statement of reasons for allowance:

Independent claims 23, 37, 46, 55, 65, 73, 81 and 89 among other things teach a method, system, program product, apparatus that receive incoming requests at a channel driver, that communicates with the communications channel using one of a plurality of media types. The request forms a message with customer relations management system information into said message and is encoded into a standard format, conforming to a data format specification that defines a plurality of interactions between said communication server and said channel driver, independent of said media type of said communication channel to be communicated to a communications server. The communications server routes said incoming customer support request to an agent by routing said customer relations management information to a browser coupled to said agent as a work item. The agent comprises information regarding a skill set of an agent and the work item information is the task to be performed by the agent within a computer network environment. Throughout interviews and explanations, applicant's representative often pointed to Fig. 1E in which the architecture of the system is displayed. It virtue of the combination of features that put the case in condition for allowance.

The prior art does not teach the cited limitation.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

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### **CORRESPONDANCE INFORMATION**

Any inquiry concerning this communication or earlier communications from the examiner should be directed to BENJAMIN R. BRUCKART whose telephone number is (571)272-3982. The examiner can normally be reached on 9:00-5:30PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jeffrey C. Pwu can be reached on (571) 272-6798. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Benjamin R Bruckart  
Primary Examiner  
Art Unit 2446

/Benjamin R Bruckart/  
Primary Examiner, Art Unit 2446